



Coordinating Workforce Development for Northern Nevada

Nevadaworks Executive Committee Meeting

Friday, August 20, 2021

Courtyard by Marriott Reno

6855 S. Virginia St.

Reno, NV 89511

Minutes

I. Call to Order: Cheri Hill called the meeting to order at 1:00 pm.

Nevadaworks Executive Committee Members Present: Theresa Auld, Jim French, Jeanne Herman, Cheri Hill, Kevin Landry, Austin Osborne

Nevadaworks Executive Committee Members Absent: None

Staff Present: Linda Devon, Matthew Kennard, Milt Stewart, and Beth Wicks

Guests: Ann Silver (Reno Sparks Chamber of Commerce), Kurt Mische (Reno Sparks Chamber of Commerce), Denise Castle (JOIN, Inc.), Adrienne Santiago (NNLC), Linda Gonzalez (NNLC), Rich Iori (Adams and Associates), Rodney Butler (Adams and Associates), Robin Walsh (KRA), Joseph Seymour (KRA), Patrick Boxall (KRA), Zaskia Ruiz (KRA), Lynda Parven (DETR), Karlene Johnson (DETR), Cynthia Kendall (DETR), Ron Fletcher (DETR), Kara Abe (DETR), John Parel (DETR), Ken Pierson (DETR), Ben Dassler (DETR), Erik Schoen (Community Chest), Larry Fagerhaug (GWDB), Nancy Olsen (DOE), Laura Kohlhorst-Jones (DOL), Vicky Oldenburg (Oldenburg Law), Sharon Williams (NNEJATC)

A quorum of the Nevadaworks Executive Committee was determined present.

- 2. Public Comment:** Cheri Hill and Joseph Seymour provided written statements which are attached. Ann Silver responded to Cheri Hill's public comment by stating that if the Executive Committee would require a full certification process for KRA, as required by the State Plan/WIOA, and acknowledge a failure to comply with this mandate, form a new work group to develop selection process criteria, and reissue the RFP next year, the Chamber of Commerce would withdraw its appeal.
- 3. July 23, 2021, Executive Committee Minutes** — Theresa Auld made a motion to approve the July 23, 2021, Executive Committee Meeting Minutes and Kevin Landry seconded. The motion passed unanimously.
- 4. One-Stop Operator Procurement Appeal** — This is a continuation of the discussion from the July 23, 2021, Nevadaworks Executive Committee Meeting. Cheri Hill led a discussion on the Appeal Letter submitted by the Chamber of Commerce Reno + Sparks through Ann Silver, CEO. After much discussion, the Committee reviewed the four appeal criteria to address whether the Chamber of Commerce appeal was based on at least one of the four appeal criteria.



nevada**works**

Coordinating Workforce Development for Northern Nevada

- a. **Clear and substantial error or misstated fact, which decision was relied upon by Nevadaworks** – *Jim French made a motion that the Chamber of Commerce Appeal did not meet the appeal criteria of a clear and substantial error or misstated fact, which decision was relied upon by Nevadaworks, and Jeanne Herman seconded. There were 5 ayes and 1 nay by Cheri Hill. The motion passed with a majority vote.*
 - b. **Unfair competition or conflict of interest in the decision-making process** - *Jim French made a motion that the Chamber of Commerce Appeal did not meet the appeal criteria of unfair competition or conflict of interest in the decision-making process and Austin Osborne seconded. The motion passed unanimously.*
 - c. **An illegal or improper act or violation of the law** – *Jim French made a motion that the Chamber of Commerce Appeal did not meet the appeal criteria of an illegal or improper act or violation of the law and Kevin Landry seconded. There were 5 ayes and 1 nay by Cheri Hill. The motion passed with a majority vote.*
 - d. **Other legal basis or grounds that may substantially alter the Nevadaworks decision** – *Jim French made a motion that the Chamber of Commerce Appeal did not meet the appeal criteria of other legal basis or grounds that may substantially alter the Nevadaworks decision and Jeanne Herman seconded. The motion passed unanimously.*
5. **Public Comment** – None
6. **Adjournment:** Cheri Hill declared the meeting adjourned at 2:45 pm.

MY NAME IS CHERI HILL AND I AM THE BOARD CHAIR OF NEVADAWORKS.

WE ARE HERE TODAY TO ADDRESS AN APPEAL REGARDING THE ONE-STOP OPERATOR COMPETITION RECENTLY COMPLETED BY NEVADAWORKS. I HAVE SPENT A LOT OF TIME IMMERSING MYSELF IN THE REQUIREMENTS OUTLINED FROM THE FEDERAL, STATE AND LOCAL LEVEL REGARDING THIS COMPETITIVE PROCESS. MY FOCUS WAS SPECIFICALLY DRAWN TO THE NEW REQUIREMENTS FOR THE AMERICAN JOB CENTER SYSTEMS WITH REGARD TO ONE-STOP OPERATORS AND CERTIFICATION.

MY FIRST TAKEAWAY IS THAT THE STATE WORKFORCE DEVELOPMENT BOARD DID IN FACT ESTABLISH THE MINIMUM OBJECTIVE CRITERIA AND PROCEDURES FOR THE LOCAL WORKFORCE DEVELOPMENT BOARDS TO USE WHEN INSTITUTING THEIR OWN CERTIFICATION PROCESS OF THE ONE-STOP CENTERS.

THE RESPONSIBILITY THEN PASSES TO THE LOCAL WORKFORCE DEVELOPMENT BOARDS TO EXPAND THOSE REQUIREMENTS INTO A MORE ROBUST CONTINUOUS IMPROVEMENT CERTIFICATION PROCESS TO IDENTIFY ACTIONS STEPS, ASSOCIATED DUE DATES, AND ANTICIPATED RESULTS ALIGNED WITH EFFORTS TO ENHANCE INTEGRATION, INCREASE OUTREACH, IMPROVE ACCESSIBILITY AND CUSTOMER SATISFACTION. THIS CERTIFICATION PROCESS, A REQUIREMENT OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT WAS NEVER DISCUSSED, DEVELOPED OR CONDUCTED BY NEVADAWORKS WHICH I BELIEVE IS SYSTEMIC FAILURE NUMBER ONE.

AS I RESEARCHED THE STATES THAT HAD IMPLEMENTED A VALID CERTIFICATION PROCESS MANY RECOGNIZED THE CERTIFICATION PROCESS AS A WAY TO DEVELOP AN EVIDENCED BASED SYSTEM OF EFFECTIVE SERVICE DELIVERY, PHYSICAL AND PROGRAMMATIC ACCESSIBILITY, ENHANCED BOARD ENGAGEMENT, A WAY TO PROMOTE LEARNING AND INFORMATION SHARING, AS WELL AS AN INCREASED CAPACITY TO PROMOTE AND IMPROVE PARTNER COORDINATION, INTEGRATION, AND INVOLVEMENT.

THE MORE I READ THE MORE I REALIZED THAT WIOA MONITORING IS NOT STRICTLY RELATED TO COMPLIANCE. THIS BOARD DOESN'T KNOW WHAT WE DON'T KNOW – WE MAY NOT THINK WE HAVE A PROBLEM (TRANSPARENCY, COMMUNICATION, TOOLS FOR MEASURING RESULTS) *BECAUSE DATA ALONE CAN'T TELL THE WHOLE STORY* — OBSERVATIONS, CONVERSATION, AND ANALYSIS ARE NEEDED. TO DATE, I DON'T KNOW OF ANY INFORMATION RECEIVED AT THE BOARD LEVEL RELATED TO THE MONITORING OF THE ONE-STOP CENTER OR AT A DEEPER LEVEL THE ONE-STOP OPERATORS PERFORMANCE TO ENSURE DELIVERABLES ARE BEING EXECUTED AND THAT EVERYTHING IS FUNCTIONING ACCORDING TO PLAN? AND THAT IN MY OPINION, IS SYSTEMIC FAILURE NUMBER TWO.

THE CERTIFICATION PROCESS PROVIDES AN OPPORTUNITY FOR STATE BOARD MEMBERS, LOCAL BOARD MEMBERS, AND PARTNERS TO DEVELOP A STRONG UNDERSTANDING OF THE AMERICAN JOB CENTER OPERATIONS AND TO PROMOTE THEIR CONTINUED ENGAGEMENT. THE CERTIFICATION PROCESS ALLOWS US TO MAKE SURE THE AMERICAN JOB CENTER IS MEETING THE TRUE ESSENCE OF WHAT A ONE-STOP PHILOSOPHY IS.

WE COULD SPEND THE NEXT HOUR GOING THROUGH LINE ITEM BY LINE ITEM REGARDING THIS APPEAL, WHICH MAY OR MAY NOT PROVIDE A FAVORABLE RESULT DEPENDING ON WHICH SIDE OF THE ISSUE YOU STAND.

HOWEVER, IN THINKING IN A MUCH BIGGER CONTEXT, I TEND TO THINK WE CAN AGREE ON SEVERAL POINTS:

FIRST IS TO ACKNOWLEDGE OUR MISSED OPPORTUNITY AND LEGAL REQUIREMENT TO CONDUCT A ONE STOP CERTIFICATION PROCESS THAT WOULD HAVE INCLUDED AN EVALUATION OF THE ONE-STOP OPERATOR. IT IS FROM THIS PROCESS WE WOULD HAVE BEEN IN A POSITION TO UPDATE OR POTENTIALLY EXPAND THE ROLE OF WHAT WE WANT OR EXPECT IN A ONE-STOP OPERATOR, MAKE IMPROVEMENTS IN SERVICE DELIVERY PERFORMANCE AND PERFORMANCE METRICS THAT MAY NEED TO SHIFT OR CHANGE AS WE UPDATE OUR MOUs. IF DONE IN A FAIR,

INCLUSIVE AND TRANSPARANT MANNER WOULD HAVE ALSO BROUGHT TO LIGHT ANY ISSUES OR PROBLEMS THAT NEEDED TO BE ADDRESSED.

SECOND THAT GOING FORWARD WE REVIEW THE RFP PROCESS TO ENSURE THAT WE ARE IN COMPLIANCE, THAT ROLES, RESPONSIBILITIES, AND PROCEDURES ARE CLEAR, THAT WE REMOVE ANY CHALLENGE TO FAIRNESS AND TRANSPARENCY SO WHEN AN RFP CYCLE IS COMPLETE, WE DON'T END UP HERE AGAIN.

IF MY BELIEF IS TRUE, THEN I WILL REQUEST AT OUR NEXT BOARD MEETING THAT WE, THROUGH EITHER THE POLICY COMMITTEE OR A NEW WORK GROUP SUCH AS A REVIEW COMMITTEE THAT INCLUDES PARTNER INVOLVEMENT DISCUSS, DESIGN, AND IMPLEMENT THE CERTIFICATION PROCESS TO BE CONDUCTED AT THE START OF THE NEW YEAR. MANY STATES HAVE ACCESSIBLE CERTIFICATION MODELS IN PLACE, SO THE GOOD NEWS IS WE DON'T HAVE TO REINVENT THE WHEEL.

AND SINCE THE KRA CONTRACT IS FOR ONE YEAR, I WILL ALSO REQUEST THAT THE RFP PROCESS FOR THE ONE-STOP OPERATOR BE CONDUCTED AGAIN NEXT SPRING WHICH WOULD THEN INCLUDE IMPORTANT INFORMATION OR IMPROVEMENTS BASED ON OUR EVALUATION OF THE AMERICAN JOB CENTER.

WE HAVE AN OPPORTUNITY TO CRAFT A MORE INTEGRATED POLICY RELATED TO THIS SPECIFIC PROCESS SO THAT WE STRENGTHEN AND PROTECT PARTNER RELATIONSHIPS, COORDINATE THE NEEDS OF THE AMERICAN JOB CENTER AND CONNECT AND CHANNEL THE RESOURCES AVAILABLE TO SUPPORT OUR WORKFORCE SYSTEM'S DIVERSE STAKEHOLDERS AS WELL.

EVERYONE IN THIS ROOM WANTS TO BE ROWING IN THE SAME DIRECTION WHICH MEANS ALIGNMENT AND FOCUS ON THE NEEDS OF OUR REGION SINCE WE ARE THE NETWORK OF ORGANIZATIONS AND INSTITUTIONS RESPONDING TO A MUCH LARGER WORKFORCE AGENDA.

ANY TRANSFORMATION PROCESS IS ALL ABOUT TAKING CHARGE
OF OUR FUTURE. COMPLIANCE BREEDS MEDIOCRITY,
ENGAGEMENT DRIVES EXCELLENCE.



August 20, 2021

Cheri Hill
Board Chair
NevadaWorks
639 Isbell Road, Suite 420
Reno, Nevada 89509

Re: KRA Statement at August 20, 2021 NevadaWorks Executive Committee Meeting Regarding Chamber of Commerce - Reno + Sparks Appeal

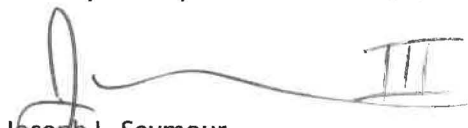
Madam Chair and Members of the NevadaWorks Executive Committee:

My name is Joseph Seymour, Managing Director, Operational Excellence, with KRA Corporation (KRA).

KRA has had the privilege since 2017 to serve as the One-Stop Operator (OSO) for the American Job Center of Nevada (AJCN), this region's first Comprehensive One-Stop Center, leveraging the talents and commitment of a local KRA team and KRA's experience providing similar services in other areas. We are gratified that the NevadaWorks Board on June 11 authorized staff to negotiate and sign a contract with KRA to continue as the region's OSO, managing the day-to-day operations of the AJCN and coordinating service delivery by required One-Stop partners and service providers, and ensuring effective and customer-friendly services to jobseekers and employers. We believe KRA's proposal and past performance warranted the NevadaWorks Board's confidence, and we look forward to continuing to assist NevadaWorks in carrying out its important mission.

At the June 11, 2021, NevadaWorks Board meeting, Ann Silver, Chief Executive Officer of the Reno + Sparks Chamber of Commerce stated that she would be appealing the One-Stop Operator Request for Proposal results, according to the draft meeting minutes. KRA has not had the benefit of receiving a copy of that appeal, and we have not been made aware of the specific grounds for the Chambers' appeal beyond the discussion at the July 23 Executive Committee meeting. Having said that, we see no reason to doubt that the results of the solicitation were consistent with the evaluation process set forth in the Request for Proposals, and we categorically deny any assertion that KRA was involved in the decision-making process. To the extent the Executive Committee is concerned that there may be merit to any of the allegations raised in the appeal, we request the opportunity to respond as an interested party with respect to any allegations leveled against KRA.

Thank you for your time and attention.


Joseph L. Seymour
Managing Director, Operational Excellence

Innovative. Exceptional. Trusted.